

Kalamazoo Public Library
OFFICIAL MINUTES OF THE BOARD OF TRUSTEES
PUBLIC MEETING
Date: February 23, 2015
Time: 4:00 p.m.
Location: Central Library Board Room

TRUSTEE ROLL CALL:

Present: Robert Brown, Bruce Caple, Lisa Godfrey, Kerria Randolph, James VanderRoest, and Valerie Wright

Absent: Cheryl TenBrink

CALL TO ORDER:

President Caple called the meeting to order at 4:00 p.m.

AGENDA APPROVAL:

The agenda was approved.

I. RECOGNITIONS, RESOLUTIONS, COMMUNICATIONS

No recognitions, resolutions, or communications.

II. PERSONS REQUESTING TO ADDRESS THE BOARD

No one addressed the Board.

III. CONSENT CALENDAR

- A. *Minutes of the Meeting of January 26, 2015*
- B. *Personnel Items*

IV. FINANCIAL REPORTS

- A. *Financial Reports for the Month Ending January 31, 2015*

Recommendation: Director Rohrbaugh recommended the Board accept the Financial Reports for the month ending January 31, 2015.

MOTION: L. GODFREY MOVED AND R. BROWN SUPPORTED THE MOTION TO ACCEPT THE FINANCIAL REPORTS FOR THE MONTH ENDING JANUARY 31, 2015.

MOTION CARRIED 6-0.

V. REPORTS AND RECOMMENDATIONS

RECOMMENDATIONS:

- A. *Community Postings Policy*

Recommendation: Director Rohrbaugh recommended board approval of the attached Community Postings Policy

Executive Summary: We welcome public postings on our bulletin boards but with limited space and in a public building, we need to have a board-approved policy to provide information to those who want to post items and guidelines to the staff who maintain the boards. This recommended policy would address those needs.

Discussion: President Caple asked whether or not adoption of the policy would change our current practices. Director Rohrbaugh indicated that nothing would change and the intended purpose of the policy is to make our current approach official.

J. VanderRoest mentioned that the policy states that materials promoting fundraising for both political purposes and personal profit would not be allowed. He asked if the policy truly needed to address both types of fundraising specifically. Director Rohrbaugh said she thought it was likely that this was language common in similar policies adopted by other libraries. L. Godfrey stated that a certain level of redundancy may be appropriate in this case in order to reiterate that such things would not be allowed.

L. Godfrey asked who would decide whether or not something truly fits the criteria listed in the proposed policy. Director Rohrbaugh stated that Farrell Howe, the Manager of Marketing and Communications, would make that call. J. VanderRoest noted that our posting of a document does not imply our endorsement of the aims or beliefs of the group in question. Director Rohrbaugh agreed. L. Godfrey asked whether the policy could potentially allow for someone to ask that a form of hate speech be posted, assuming it could be argued that it fulfills the criteria listed. Director Rohrbaugh stated that discretion and judgment would be applied in such cases.

J. VanderRoest asked if the board could view examples of policies which informed the drafting of the Community Postings Policy. Director Rohrbaugh stated that they are all available online. L. Godfrey indicated that perhaps the adoption of the policy should be put on hold for the time-being. Director Rohrbaugh requested specific feedback to share with F. Howe, who would likely revise the policy. L. Godfrey stated she was curious if F. Howe had heard of other library marketing departments encountering a situation in which they were forced, by virtue of a similar policy, to post something that could be described as hate speech. J. VanderRoest suggested the addition of a provision in the policy which would deter 'unlawful language'.

MOTION: L. GODFREY MOVED AND J. VANDERROEST SUPPORTED THE MOTION TO TABLE THE SUBMITTED COMMUNITY POSTINGS POLICY.

MOTION CARRIED 6-0.

B. Hub Card for Non-Residents

Recommendation: Director Rohrbaugh recommended board approval of a six month trial during which we would offer one month "HUB Cards" available for \$10 per month to non-residents.

Executive Summary: In response to inquiries and requests to use The Hub from non-residents,

we are proposing a “Hub Card” to be available for \$10 for one month access. The card would be printed in a format similar to a business card with The Hub logo and a barcode identifier. The barcode would link to a patron profile that would allow for Hub use only, no other library services. The barcode would allow use of the reservation system.

Although The Hub is busy, seldom are all workstations in use during a shift. We believe there is capacity for additional use for the limited number of cards we expect to sell.

If approved by the board, we would launch the service April 1 for a trial six-month period, that is through the end of September.

Discussion: R. Brown asked if the \$10 charge covers the cost of the card itself. Director Rohrbaugh stated it does and all associated costs have been considered carefully to arrive at this price point.

L. Godfrey recalled that many non-residents were initially excited about the Hub and then became discouraged when it was made apparent that non-residents wouldn’t have access. R. Brown asked if the 30-day access period would begin on the date of purchase. Director Rohrbaugh indicated it would.

J. VanderRoest said he believes this to be a prudent use of a resource with excess capacity, provided at a reasonable rate. Director Rohrbaugh agreed and stated the board should expect a report on the trial period in September or October of 2015

MOTION: J. VANDERROEST MOVED AND V. WRIGHT SUPPORTED THE MOTION TO APPROVE THE PROPOSED SIX MONTH TRIAL DURING WHICH WE WOULD OFFER ONE MONTH “HUB CARDS” AVAILABLE FOR \$10 PER MONTH TO NON-RESIDENTS

MOTION CARRIED 6-0.

REPORTS:

C. Virtual Library Report – Gary Green & Keith Howard

G. Green explained he would begin the report and provide information on SIRSI and the KPL mobile app, and K. Howard would follow with statistics regarding website use. G. Green began with a report on hold statistics. He displayed data that demonstrated an average of 510 holds are placed by KPL patrons per day, twenty percent of which are placed when the library is closed. He continued by exploring renewal statistics and stated that approximately 1,600 renewals occur each day, and again, twenty percent of these occur while the library is closed.

Regarding the KPL mobile app, G. Green explained that approximately 700 people per month use the mobile app, mostly to search our catalog, but also for renewals, placing holds, accessing Overdrive, and viewing the KPL events calendar.

At this point, G. Green gave the floor to K. Howard who began his presentation on KPL website usage. Over the last year, he said, the KPL website received approximately 1.8 million page views. He qualified that by stating a large portion of that figure comes from our local history

section, which is complex enough to deserve its own explanation by Beth Timmerman at a later point in time. He indicated that social media use also deserved a dedicated explanation by Farrell Howe at some point in the future.

He explained that his purpose this evening would be to discuss functions of the KPL website that are essentially virtual library services, such as ebooks and audiobooks via Overdrive, which saw 27,000 and 9,100 downloads respectively in the last year. Hoopla is a service which allows patrons to download or stream audiobooks, music, and movies and was used 17,000 times over the last year. Additionally, Freegal, a service dedicated to free and legal music downloads was used 12,500 times last year. Zinio is a digital magazine application which was used 3,500 times over that period.

K. Howard continued with an explanation of our new digital library calendar which has made things much simpler for staff and patrons alike. Library databases are another important component of our digital services and generate approximately 1,200 sessions and 60,000 searches per month. He listed some of the more popular databases such as Reference USA and Ancestry.com. K. Howard also shared statistics from KPL's Flickr and YouTube accounts and discussed how we utilize these online services in order to make images and videos available to patrons.

Discussion: L. Godfrey asked how we determine which programs are filmed and added to YouTube. K. Howard responded that it is based on what he believes will have lasting educational or entertainment value. Examples include local history presentations and KPL concerts. Looking forward, K. Howard explained an idea to invite authors to do 'virtual author visits' by uploading videos of these kinds of presentations to YouTube while forgoing an event at KPL which may only draw a minimal crowd.

L. Godfrey raised a question about how KPL makes elderly citizens aware of our digital resources. K. Howard stated he knew that was a tough audience to reach, but pointed to LINK, the KPL eNewsletter, and social media as ways in which our digital resources are promoted.

Disposition: Trustees thanked G. Green and K. Howard for their work in preparing the statistics.

D. Phone System Status Report – Gary Green

Report: Director Rohrbaugh invited G. Green back to the table for an update on the new KPL phone system. He began by stating KPL's current phone system is getting old and is not E911-compliant. There have been no updates to KPL's phone system since 2006. By law, E911-compliance must be achieved by 2016. This relates to upgrades made to the 911 emergency call service and directs 911 staff to a specific location when a call is placed. As it stands, all 911 calls made throughout the library system, including branches, direct 911 staff to Central Library. Our new phone system will fix this issue.

G. Green continued by explaining how the new phone system will make it easier to change staff extensions within the library and relocate phones within the buildings.

G. Green said in order to facilitate the phone system upgrade a taskforce of library employees

was created and a wish-list of functions was drafted. The new phone system will allow voice-over-internet functionality and will integrate nicely with email, instant messaging, and personal cell phones. There will also be mobility-friendly options available to employees such as wireless handsets and headsets.

He explained the steps taken to hire a consultant to help us conduct our bidding process. The decision was made to work with Convergent for this assistance and the bidding began. When the results were in, the difference between the low and high bid was approximately \$60,000. Upon examining the bids and the included technology, the decision was made to choose BSB Communications for this project.

G. Green displayed an image of the phones that staff will be using, explained a variety of new features, and shared a rough timeline for the remainder of the project, which will be wrapping up in late March.

Discussion: J. VanderRoest asked whether the ability to make conference calls would be a feature of the new phones. G. Green said it would be.

Disposition: Trustees thanked G. Green for his presentation.

E. Eastwood Roof Challenges – Susan Lindemann

Report: S. Lindemann began her report by explaining the ways in which the roof at the Eastwood Branch Library has historically been an issue. Since construction and every winter, ice dams form in the valleys of the roof which proceed to leak into the building. S. Lindemann explained this is caused when hot air from inside the building melts the snow at the apex of the roof, which runs down and re-freezes. There are a number of engineering technologies that have been developed in order to combat this. S. Lindemann explained that because it appears as though everything was done properly during construction, the chronic appearance of ice dams is confusing.

Over the summer, S. Lindemann invited Miller-Davis staff to visit Eastwood, meet with her, and examine potential causes. A handful of potential causes were identified, but the leaks must be observed at their point of origin while the roof is leaking. This will necessitate the carving of a hole in the ceiling at Eastwood which will be noticeable by patrons. S. Lindemann will be working with Eastwood staff to make sure they are able to properly explain the necessity for this work and its intended outcomes.

Discussion: President Caple asked whether there was any other way to access the attic portion of the ceiling in order to avoid carving a hole. S. Lindemann responded that generally, that would be the case, but in this particular section of the building, it is not. L. Godfrey asked if the architects provided KPL with 'as-built' drawings of the facilities from when they were modified in the late nineties. S. Lindemann stated we had them, but the documents don't go into a level of detail required to pinpoint the cause of the ice dams.

J. VanderRoest indicated the roofs at Eastwood may be approaching the twenty-year point and may need replacing anyway. S. Lindemann is aware of this, but feels this should be taken care of sooner rather than later. J. VanderRoest also inquired whether the skylight was leaking again, as

had once been the case. S. Lindemann responded that it was not.

President Caple asked what the worst-case scenario regarding impact of patron services would be. S. Lindemann replied that by cutting a clean hole in the ceiling and replacing it with a tile, it may be unsightly, but should not interrupt patrons moving throughout the building. It's possible this may take some time and won't be a quick fix. B. Brown asked what S. Lindemann thought was the most likely cause. S. Lindemann replied there may not be adequate room for airflow, and it could also be an improperly installed vapor-barrier.

Disposition: Trustees thanked S. Lindemann for her report.

F. Legislative Update – Diane Schiller

Report: D. Schiller began by giving an update on the District Library Establishment Act, which seeks to allow school districts to become members of district library systems. She stated that it is currently being discussed and more news would follow before long.

She continued by explaining that an amendment to the Freedom of Information Act was signed into effect in January. This is of interest to the library because it affects the ways in which governmental entities are required to respond to requests made via the Freedom of Information Act. The library will be required to examine the ways in which we charge for the requested information, including cost of labor, research, copying, etc. and our policies regarding these charges must be published on our website.

D. Schiller continued her report by discussing a bill that will be going to the House of Representatives shortly which would provide hourly employees with paid sick leave. Under the bill, an employee would earn one hour of paid sick leave per every thirty hours worked up to a limit of forty hours per year for a small employer and seventy-two hours per year for larger employers. This sick leave would roll over at the end of the year. Were the bill to pass, there are a number of library policies that would have to be reexamined and modified in order to comply.

Additionally, D. Schiller noted that several outcomes of the 'Right to Work' legislation which occurred several years ago have finally emerged from the courts. Primarily, the lawsuit regarding the capitol building, which alleged the closing of the building when the galleries became too crowded constituted a violation of the Public Meetings Act, has been dismissed. It will likely be appealed.

Discussion: J. VanderRoest asked whether D. Schiller was aware of any opposition to the District Library Establishment Act. D. Schiller stated she would know for certain shortly, but had not seen any to date. J. VanderRoest asked if this act was reported upon previously, and if this legislation protected a district from dissolving in the event that one of its member agencies withdrew from the district. D. Schiller indicated this was indeed the same form of legislation as the bill introduced late last year, submitted by the same legislator.

President Caple asked whether the Freedom of Information Act amendment's intended purpose was to prevent entities from charging exorbitant rates for requested information in an attempt to discourage such requests. D. Schiller stated that was certainly part of the purpose and it was

an attempt to regulate repetitive requests which end up being a burden to governmental entities. It grants a provision which would allow an entity to refuse additional requests for information to a given party if that party has unpaid bills for previous requests

Disposition: Trustees thanked D. Schiller for her report.

VI. COMMITTEE REPORTS

- A. *Finance and Budget Committee* – J. VanderRoest stated the committee has scheduled a meeting for a close estimate budget review.
- B. *Personnel Committee* – V. Wright indicated the Director's evaluation was coming up soon.
- C. *Fund Development and Allocations Committee* – No meeting.
- D. *Director's Building Advisory Committee* – No meeting.

VII. OTHER BUSINESS

- A. *Conflict of Interest Policy* – Lisa Godfrey

Discussion: L. Godfrey reminded the board of the Conflict of Interest Policy discussion which took place at the January meeting. Following that discussion, a handful of modifications were made to the disclosure statement which would be signed by all trustees. L. Godfrey said unless there were any further suggestions to strengthen the disclosure statement, she felt as though it was ready for approval.

Director Rohrbaugh asked if the expectation for this document would be an annual signing in January. L. Godfrey said yes and J. VanderRoest agreed. V. Wright stated her appreciation for the work that had gone into drafting and modifying the document.

MOTION: L. GODFREY MOVED AND J. VANDERROEST SUPPORTED THE MOTION TO ACCEPT THE CONFLICT OF INTEREST DISCLOSURE STATEMENT AS WRITTEN.

MOTION CARRIED 6-0.

- B. *Board Committee Assignments* – Bruce Caple

Discussion: President Caple read through the board committee assignments, beginning with the Personnel Committee, which will consist of V. Wright as chair, along with K. Randolph and C. Tenbrink. The Finance and Budget Committee will be chaired by J. VanderRoest, along with L. Godfrey and R. Brown. The Fund Development Committee will consist of L. Godfrey as chair, President Caple, and J. VanderRoest. L. Godfrey, K. Randolph, and V. Wright will support Director Rohrbaugh on the Director's Building Advisory Committee.

- C. *Director's Report*

Report: Director Rohrbaugh began by stating the installation of hearing loop technology will take place in the board room and auditorium on March 16th.

She continued by drawing trustees' attention to a number of items which highlight KPL's commitment to diversity. First, through support of "We Need Diverse Books", a group which encourages publishers to recognize the need for children to see themselves represented in the books they read. Furthermore to that end, the Antiracism Transformation Team invites all trustees who have not attended the ERAC/CE workshop in the past to do so.

A recent event featuring Keneisha Morgan-Darden, cookbook author and granddaughter of recently retired KPL employee, Josephine Morgan, drew a good crowd to the Powell Branch Library.

Director Rohrbaugh stated iPads are now available at the for patron use at the reference desk at Central, and depending on how this service works, they should be available shortly in children's.

Finally, she noted that additional security cameras have been installed at branches and in the teen area at Central. Meanwhile, the elevator and law library camera projects are yet to be completed.

Discussion: J. VanderRoest asked, regarding an item detailing social media usage, whether we consider Flickr to be a form of social media. Director Rohrbaugh stated if the Social Media Taskforce did not specifically refer to Flickr as such, then she supposed that is the case. Regardless, it is none-the-less a very effective and important digital service. J. VanderRoest agreed.

Disposition: Trustees thanked Director Rohrbaugh for her report.

VIII. PERSONS REQUESTING TO ADDRESS THE BOARD

Asha Khazad, 710 Collins St. #1202. A. Khazad expressed his fondness for the works of J.R.R. Tolkien. He stated that he would appreciate it if KPL would purchase a few additional copies of The Lord of the Rings trilogy, The Hobbit, and The Silmarillion.

IX. COMMENTS BY TRUSTEES

- L. Godfrey had no comments.
- V. Wright said her bookgroup recently reviewed The Living Great Lakes, and they are all looking forward to Jerry Dennis's visit to Kalamazoo.
- K. Randolph had no comments.
- R. Brown had no comments.
- J. VanderRoest stated he was recently able to begin reading The Living Great Lakes, and is very impressed with it as a selection for *Reading Together* and is, in his opinion, the best to date.
- President Caple asked a brief question regarding evening hours for The Hub, and expressed his appreciation for a book he recently read entitled The Boys in the Boat.

X. ADJOURNMENT

Hearing no objection, President Caple adjourned the meeting at 5:33 P.M.

X _____
Robert Brown
Secretary

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